



CONSULT

Short Courses

Specialised training courses accessible on three training platforms (Face-to-Face, Virtual MS Teams & E-Learning).

OVERVIEW

1. Fire Fighting

This course plays an essential part in a company's **health and safety compliance** and is designed to equip participants with the fundamental knowledge and skills required to **respond effectively to fires in the workplace**. Whether you are a new recruit, an industrial worker, or a concerned citizen, this course will provide essential firefighting techniques and safety procedures to protect lives and property in emergencies.

1-Day Short Course

- The nature of fire, the behaviour and science behind it
- Fire fighting procedures and techniques
- Fire fighting and safety equipment with inspection procedures
- Personal protective equipment (PPE) application and inspection procedures
- Fire prevention principles and techniques



2. Perform Basic Life Support & First Aid Procedures

First aid training equips individuals with the knowledge and skills to **respond effectively to various medical emergencies**. The primary goals of first aid training are to **preserve life, prevent the condition** from worsening, and promote recovery until professional medical help arrives. This course is instructional with practical exercises.

✓ Accredited

2-Day Short Course

- Principles of primary emergency care and procedures
- Sustain a basic level of preparedness
- Assessing and managing an emergency scene
- Primary emergency life support
- Explain and manage shock
- Conduct secondary assessments
- Keeping a record of incidents/accidents



3. Occupational Health And Safety

Educate employees and employers about principles, practices and regulations related to workplace health and safety. The goal of OHS training is to **prevent accidents, injuries, and illnesses in the workplace** by equipping individuals with the knowledge and skills necessary to identify and mitigate potential hazards. OHS Training is a legal requirement to ensure a safe and healthy work environment.

1-Day Short Course

- Identify potential hazards in the work area
- Health and Safety procedures in case of an emergency
- Assess the level of risk associated with specific tasks or work environments
- Regulatory compliance
- Recording and reporting incidents
- Compensation for occupational injuries and diseases act (COIDA)



4. HIV and Aids Awareness

HIV (Human Immunodeficiency Virus) and AIDS (Acquired Immunodeficiency Syndrome) Awareness training aims at educating individuals and communities and raising awareness of the risks, prevention methods, and treatment options. Awareness training is crucial for preventing new infections, improving the quality of life for those affected, and ultimately working toward the goal of ending the HIV/AIDS epidemic.

1-Day Short Course

- HIV and AIDS and its effects on the human immune system
- How HIV and AIDS is transmitted
- Seek and risk behavior related to HIV transmission
- Supporting workers with HIV and AIDS
- Code of good practice on key aspects of HIV and AIDS and employment
- The implications of the HIV and AIDS pandemic



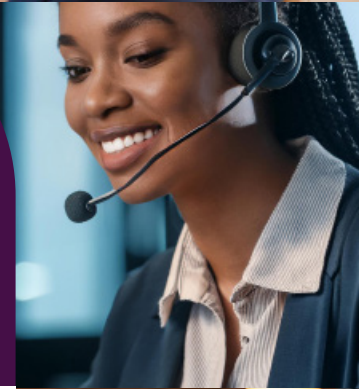
OVERVIEW Continued

5. Customer Service

Customer service training is crucial for any business that deals with **customers, whether in retail, hospitality, healthcare, or any other industry.** Effective customer service training ensures employees have the skills and knowledge to provide exceptional **customer experiences.** Practical customer service training can increase customer satisfaction, loyalty, and business success.

1-Day Short Course

- An introduction to customer service (definition, essence, and rules of customer service)
- Responsive communication to effectively respond to customer enquiries and complaints
- Active listening and problem solving in the workplace
- Conflict resolution
- Efficient and effective communication



6. Human Resource Management

Human resource training, often called HR training, is a critical component of human resource management within organizations. It involves equipping HR professionals with the knowledge, skills, and tools needed to manage and **support the workforce effectively.** HR training encompasses various topics, from **compliance and legal issues to talent acquisition, development, and employee relations.**

1-Day Short Course

- Compliance and employment law in the workplace
- Employee development and relations
- Diversity, equity and inclusion
- Legal and ethical responsibilities
- Change management
- Performance management
- Employee onboarding
- The basis of employment legislation
- Industrial relations policy



7. Leadership And Mentoring

Leadership and mentoring training is a form of professional development that equips individuals with the knowledge, skills, and attitudes necessary to become **effective leaders and mentors** within an **organization.** This training program are designed to help **individuals enhance their leadership capabilities,** inspire and guide others, and facilitate the growth and development of their team members through mentoring relationships.

1-Day Short Course

- Leadership styles and theories
- Leadership and management concepts
- Applying leadership techniques
- The impact of leadership
- Communication skills
- Conflict resolution
- Team building
- Emotional Intelligence
- Mentoring plan and overview
- Mentor characteristics
- Interpersonal skills



8. Junior Management

The **development and education** of individuals who are at the early stages of their careers and aspire to or have recently entered **managerial roles within an organization.** This training is designed to equip junior managers with the knowledge, skills, and tools necessary to effectively lead teams, make decisions, and contribute to the success of their departments or organizations.

1-Day Short Course

- Key concepts
- Effective meetings
- Physical arrangements
- Minutes and distributing records
- Opinions handling
- Time management
- Core business departments
- Core business activities
- Line management and support functions



OVERVIEW Continued

9. Decision Making & Resource Management

Effective decision-making and resource management are **crucial components of successful organizational operations**. Learn about identifying and choosing the best course of action among various alternatives, often influenced by data analysis, stakeholder input, and strategic objectives. It requires critical thinking, problem-solving skills, and anticipating potential outcomes.

1-Day Short Course

- Evaluation and measurement techniques required for decision making.
- Resolving arguments in the workplace.
- How to identify and develop objects.
- Determine and monitor elements of a budget in a area of responsibility.
- Monitoring and controlling actual expenses against an budget.



10. Basic Conditions Of Employment

The Basic Conditions of Employment Act (BCEA) is a labour law in South Africa that sets out the minimum employment conditions employers must provide. Learn about **employers' and employees' fundamental rights and obligations** in the employment relationship. Become knowledgeable about the legislation that aims to protect workers' rights and ensure fair labour practices in SA.

1-Day Short Course

- Purpose of this act and application
- Inclusion of provisions in contracts of employment
- Major features of the BCEA (Basic Conditions of Employment Act)
- Employment conditions commission
- Monitoring and enforcement
- Legal proceedings
- Protection of employees against discrimination



11. Employment Equity

Covers the necessary knowledge to comply with the requirements set out by the **Employment Equity Act**. This course covers the full compliance spectrum to help you prepare for Equity Audits and/or any other requirements set out for **B-BBEE and Skills Development**. Learn about the fundamental rights and obligations of employers and employees and how to protect the rights of workers and ensure fair labour practices in South Africa.

1-Day Short Course

- Introduction to the employment equity act, 55 of 1998
- Prohibition of unfair discrimination
- Affirmative action
- Employment equity in code of good practice
- Diversity management and the impact of industry charters



12. Marketing Fundamentals

An introductory or foundational course covering **basic marketing concepts and principles**, this course provides a basic understanding of the fundamental concepts and **strategies** that form the **basis of marketing activities**. This course is typically aimed at individuals who are new to marketing or those looking to refresh their understanding of marketing basics. It provides a foundation for more **advanced marketing concepts and strategies**.

1-Day Short Course

- Identify and define what is marketing
- Marketing research and methods
- Competitive analysis
- Consumer behaviour and purchasing decisions
- Importance of marketing
- Branding and advertising
- Digital Marketing, metrics and analysis
- Marketing strategy, elements and culture



OVERVIEW Continued

13. Personal Assistant

This course aims to empower PAs with the **skills and knowledge to understand and deal with their managers and clients**. Course content includes practical guidance in office administration, planning, scheduling appointments, and arranging day-to-day tasks and events. This course aims to equip individuals with the **skills and knowledge** needed to excel in support, making them valuable assets to their employers.

1-Day Short Course

- The corporate environment and you
- Managing cultural diversity in organisations
- Executive administrative support
- Effective communication and conflict management
- Verbal and non-verbal communication
- Self-management skills



14. Computers In The Workplace: A Beginner's Guide

Computers in the workplace training is a program or initiative designed to educate employees on effectively and efficiently using computers and related technologies as part of their job responsibilities. The goal is to empower employees with the skills and knowledge needed to use computers effectively in their daily work, ultimately enhancing productivity and contributing to the organisation's success.

1-Day Short Course

- What is a computer and basic skills and knowledge
- Operation system and related technology
- Basic navigation
- How to select or highlight multiple files and folders
- The effective and efficient use of desktop functions



15. Basic Excel

Excel spreadsheet training refers to instruction and education on using Microsoft Excel, a widely used spreadsheet application, effectively and efficiently. **Microsoft Excel is a powerful tool for data analysis, calculation, reporting, and organizing information in a structured manner.** Excel training can vary in complexity, from basic skills for beginners to advanced techniques for more experienced users.

1-Day Short Course

- Getting started with Microsoft Excel
- Basic navigation
- Data entry
- Charts and Graphs
- PivotTables
- Performing calculations
- Modifying a worksheet
- Formatting a worksheet
- Printing workbook contents
- Managing large workbooks



16. Culture And Diversity Management In The Workplace

Learn about diversity in driving **innovation, collaboration and strategies for effectively managing diverse teams**. The training covers cultural competence, unconscious bias, and respectful communication. It provides practical tools for **fostering inclusion, addressing challenges related to diversity, and leveraging the strengths of a multicultural workforce** for a dynamic and productive organization.

1-Day Short Course

- Understanding Diversity.
- Legal Framework in South Africa
- Diversity Management Strategies
- Cultural differences
- Creating an Inclusive Workplace.
- Monitoring and Evaluation
- Dealing with Discrimination and Harassment
- Dynamic and productive teams



OVERVIEW *Continued*

17. Communication Techniques And Conflict Resolution

To equip participants with essential skills to improve workplace communication and effectively resolve conflicts. This covers **key communication techniques, including active listening, assertiveness, and feedback, which enhance clarity and understanding in interactions.** Learn structured conflict resolution strategies.

1-Day Short Course

- Importance of Effective Communication
- Key Communication Techniques
- Conflict Resolution Strategies
- Communication in Conflict Resolution
- Practical Scenarios
- Role-playing



18. POPI/PAIA Compliance

Training crucial for companies to **safeguard their reputation, enhance communication efficacy, and foster a culture of digital responsibility.** Ensuring that employees represent the company positively on digital platforms is paramount. POPI training equips employees with the skills to navigate **social media and digital communication** channels professionally, minimizing the risk of reputational harm due to inappropriate online behaviour or misrepresentation.

1-Day Short Course

- What is the POPI Act
- Sources of and access to personal information
- Processing of personal information
- Personal information used in terms of the POPI Act
- Security, Retention and deletion of personal information
- Enforcement of Compliance to the POPI Act
- Ensuring Compliance



19. Emotional intelligence

Emotional intelligence (EI) refers to the ability to recognize, understand, manage, and effectively use **emotions** in oneself and in interactions with others. It involves being aware of your own emotions and the emotions of others, and using this awareness to navigate social situations, build relationships, and make decisions. EI is considered a valuable skill in both **personal and professional life.** It can lead to **improved relationships, better communication, and enhanced leadership capabilities.** People with **high emotional intelligence** are often more successful in their careers and tend to have better mental and emotional well-being. It is important to note that **emotional intelligence** can be developed and improved through self-awareness, practice, and learning from experiences.

- Introduction to emotional intelligence
- Areas of emotional intelligence
- Self-awareness
- Self-management
- Social awareness
- Relationship management
- How to raise emotional intelligence



We Are the *Difference.*